

Alejandro Sandoval III

📍 Albuquerque, NM ✉ alejandrosandoval422@gmail.com ☎ 505 917 5505 📁 Portfolio in asandoval-iii

PROFESSIONAL SUMMARY

Resourceful IT professional with a strong background in systems administration, virtualization, and secure infrastructure management. Experienced in managing Microsoft 365 Admin Centers (including Intune, Exchange, and Security), Active Directory, and remote support tools to deliver efficient and secure technical support. Demonstrated success in implementing AI-driven solutions using Docker, NGINX, and SSL for secure internal deployment. Proven ability to reduce help desk response time, deploy and maintain hardware, and improve system uptime. Strong focus on server maintenance, and automation, with a commitment to continuous learning and team collaboration.

Education

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| BS | The University of New Mexico , Computer Science - Minor in Gaming | May 2023 |
| | • Coursework: Cybersecurity, AI, Database Management, Software Engineering, Numerical Computation, Discrete Mathematics, Data Structures, Algorithms, and Computer Operating Systems. | |
| AAS | Central New Mexico Community College , Integrated Studies | May 2021 |

Experience

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| New Mexico Department of Justice , Senior IT Support Technician | Albuquerque, NM
Jan 2025 – Present |
| <ul style="list-style-type: none">• Spearheaded the design and deployment of an internal AI solution to comply with agency data security policies using Docker for container management, Ollama for LLM integration, and Open-WebUI for interface access.• Configured SSL certificates via Cloudflare and implemented secure URL access using NGINX Proxy Manager for containerized AI services.• Manage Microsoft 365 Admin Centers (Security, Intune, Exchange, Entra), strengthening end-point compliance and data security.• Administered and supported core infrastructure services including Active Directory, DNS, and DHCP, contributing to system reliability and high uptime.• Provided support by resolving escalated technical support tickets from other technicians, ensuring timely resolution of complex issues.• Created technical documentation, SOPs, and system diagrams to support training and knowledge sharing.• Researched and evaluated emerging technologies to support infrastructure and security improvements throughout the agency.• Coordinated government procurement processes for IT equipment and software, preparing justification, quotes, and vendor communication for purchase requests. | |
| New Mexico Department of Justice , IT End User Support I | Albuquerque, NM
Apr 2024 – Jan 2025 |
| <ul style="list-style-type: none">• Manage Microsoft Admin Centers and Active Directory, providing technical support, and ensuring efficient user access management.• Configure hardware and over 200+ mobile devices, including laptops and cell phones, while effectively addressing help desk tickets related to VPN setup and file sharing.• Problem-solving skills through reverse engineering and troubleshooting critical systems.• Monitor security protocols and best practices implemented, using remote support tools to efficiently resolve technical issues. | |
| The University of New Mexico , Student Technical Specialist | Albuquerque, NM
Aug 2021 – May 2023 |
| <ul style="list-style-type: none">• Resolved computer, internet, printer, and various technology-related issues to ensure seamless operations.• Efficiently distributed computers university-wide using an imaging process, implementing secure software, and coordinating deployment in collaboration with all IT departments.• Independently navigated and resolved complex challenges spanning software, hardware, net- | |

work, and other technical domains.

Certifications

NW3C, U.S. Department of Justice


July 2024

Advanced Digital Forensic Analysis: iOS & Android

Publications

Synthesis and characterization of colloidal ZnTe nanocrystals and ZnTe/ZnSe quantum dots

Feb 2018

Gavin P. Gonzales, **Alejandro Sandoval III**, Gema Alas, Arjun Senthil, Nathan J. Withers, Christina Minetos, Sergei A. Ivanov, Gennady A. Smolyakov, Dale L. Huber, Marek Osiński
[10.1117/12.229933](#) 

Technologies

Systems & Infrastructure: Active Directory, DNS, DHCP, Group Policy, VMware, Docker, NGINX, Cloudflare SSL

Cloud & Admin Centers: Microsoft 365 Admin Center (Intune, Exchange, Security, Entra)

Tools: ScreenConnect, Papercut, Foxit, Mojo Helpdesk, Git, VirtualBox

Programming: Python, JavaScript, SQL, HTML/CSS, C, C++

Operating Systems: Windows Server, Windows 10/11, Linux